

I want to join the priority repair scheme. I understand how the scheme works and the information I've given is true. I agree to let you know if my situation changes and I no longer qualify for the scheme.

Signed:

Date: / /

Part two: Information about the countersigner
(this part should be signed by a doctor or hospital consultant)

Title and full name:

Position:

GMC no: Work phone no:

Address:

Postcode:

Official stamp:

I have read the accompanying leaflet (including the 'Who can apply?' section) and confirm this applicant meets the scheme's criteria.

Signed:

Date: / /

Once completed the applicant should detach, fold and send the form to: EE PO Box 334, Sheffield, S98 1BT. **You'll need to put a stamp on the envelope or else it won't be delivered by Royal Mail.**



HERE **FOR YOU**

Putting you first with free
priority fault repair

WHAT IS PRIORITY FAULT REPAIR?

At EE, looking after you is our top priority. And we know how important a working landline and broadband service is. It's even more important when you rely on it for mobility or health reasons. That's where our free priority fault repair scheme can help.

The priority fault repair scheme gives you priority over standard faults by dealing with them as a matter of urgency, every day of the year – even on Christmas Day. It means we'll deal with your line or broadband fault as soon as possible, so you're not without it when you need it most.

We want to make sure this service reaches the people who need it most, so we have a rigid set of criteria.

All applications will need to be countersigned by a doctor or hospital consultant, with an official doctor's or hospital stamp also included. The doctor will also need to confirm their General Medical Council (GMC) number.

While we do prioritise your fault under the scheme, there might be circumstances where we're unable to do this. For example, extreme weather could prevent engineers carrying out repairs to overhead cables or from working down manholes.

WHO CAN APPLY?

You can apply for the free priority fault repair scheme if you have your line or broadband with EE and if you, or someone who lives with you, is:

- Classed as disabled under the Equality Act 2010. You are considered disabled under this act if you have a physical or mental impairment that has a substantial and long-term negative effect on your ability to do normal daily activities.
- Incapacitated and therefore housebound, due to a chronic long-term illness or disability which prevents you from leaving the house without the assistance of another person.
- A severely sick child.

WHAT THE SCHEME DOESN'T COVER

We can't offer you the scheme if:

- Your line is supplied by another service provider.
- You have an EE line and live in a warden-controlled premises, a residential nursing home, a care home, or a similar type of property.

The scheme doesn't cover alarm monitoring stations, control rooms, or other types of alarm lines or installations.

HOW TO APPLY

Complete the following application form using **black ink and capital letters**. It will then need to be countersigned by your doctor or hospital consultant along with a copy of their official stamp and full contact details.

The signatory will also need to confirm their General Medical Council (GMC) number. We can't accept any other signatory or process an application with missing or incomplete information.

We take your privacy seriously, so we'll treat any information you give us as confidential – and we'll only use it as part of your application. We may stop you using this scheme if you don't keep to its spirit.

Part one: Information about the applicant

(this part should be signed by the account holder)

Title and full name:

Phone no: Mobile no:

EE account no:

Address:

Postcode:

Email:

Is someone in your household:
Classed as disabled under the Equality Act 2010. You are considered disabled under this act if you have a physical or mental impairment that has a substantial and long-term negative effect on your ability to do normal daily activities.
Yes ☐ No ☐

Incapacitated and therefore housebound, due to a chronic long-term illness or disability which prevents you from leaving the house without the assistance of another person.
Yes ☐ No ☐

A severely sick child.
Yes ☐ No ☐